

MOA Crisis Response System: Theory of Change + Performance Metrics		GOAL: <i>The right response, to each person in crisis, when and where they need it.</i>
Activities	Outputs ¹ (March 2025 - December 2026)	Outcomes (2027 and beyond)
<p>Maintain full Behavioral Health Crisis Continuum.²</p> <p>Recruit and train all Crisis Responders in the <i>Essential Principles and Practices of Behavioral Health Crisis Care.</i>³</p> <p>Communicate: increase access to care and reduce stigma.</p>	<p>More crisis calls transferred to Careline. <i>Measure: % of calls diverted monthly; # of calls returned to dispatch for higher level response.</i></p> <p>Fully staffed and cross-trained crisis workforce. <i>Measures: # of staff trained in Essential Principles and Practices; number of peers employed.</i></p> <p>More client encounters with mobile crisis response teams. <i>Measures: Number and % of total calls dispatched to MCT, MIT, ASP per month; number of client encounters per team per month by location; client reported satisfaction with services.</i></p> <p>Immediate access to Medication Assisted Treatment (MAT), with follow up. <i>Measures: # of MAT initiations by EMS; # of referrals to ongoing behavioral health care.</i></p> <p>Diversion to treatment from law enforcement, EMS contacts. <i>Measures: # of behavioral health providers engaged in network; policies and procedures for diversion program developed.</i></p> <p>More access to crisis stabilization and sobering. <i>Measures: increase in voluntary admissions and length of stay at Safety Center; increase in immediate crisis stabilization services and connections to behavioral health care; Client reported satisfaction with services and connections to care.</i></p> <p>Connect users of crisis services to ongoing care, housing and supports. <i>Measures: Data sharing between AFD, APD, AHD to identify common clients; \$ secured to coordinated follow-on care; # of individuals in follow-on care; Reduction in crisis service use over 6 and 12 months for those engaged in follow-on care.</i></p> <p>Promote healthy behaviors and positive mental health, reduce harms from substance misuse, publicize crisis services. <i>Measures: Campaign developed and launch; \$ secured for campaign; survey of community perception.</i></p>	<ol style="list-style-type: none"> Patrol and EMS spend less time responding to behavioral health crisis calls. <i>Measure: Reduction in Patrol and EMS responses for behavioral health-related calls.</i> First responders report increased satisfaction and ability to address behavioral health crisis. <i>Measure: Employee surveys.</i> Crisis care clients are connected to MAT and crisis stabilization, and follow-on care. <i>Measure: # of individuals accessing MAT; # of individuals engaged in care 3 months post-crisis.</i> More people in crisis are diverted from the criminal justice system. <i>Measure: # of diversions from law enforcement and EMS; # of individuals who complete treatment following diversion; # of individuals returned to criminal justice system.</i> Sustainability for all services. <i>Measure: Increase in proportion of funding from billing revenue.</i>
Resources: Municipality of Anchorage: Police, Fire, EMS, Safety Patrol/Center, Health, Municipal Attorney and Prosecutor, Municipal Manager and Mayor's Offices; Alcohol Tax, General Fund, Federal + State funding; Alaska Court System and Therapeutic courts; Tribal and non-Tribal health care and behavioral health providers; housing, shelter and social support providers; Peer Support, Recovery, and Consumer Advocates, Advisory Boards; Municipality residents; Community and faith-based organizations; Homelessness Prevention and Response System (HPRS); SAMHSA National Guidelines for Crisis Care and Best Practice Toolkits; Careline; Alaska Training Cooperative; Alaska Mental Health Trust Authority Crisis Now Implementation support		

¹ Unless otherwise noted, measures are by MOA Department and aggregate

² See 2-7-25 slides for key definitions of Behavioral Health, Behavioral Health Crisis, fully integrated crisis care, Mobile Crisis Team, and Co-response Teams

³ Alaska's Behavioral Health Crisis System of Care: Provider Training Guide, October 2024, Alaska Mental Health Trust Authority